



# ADDRESSING CONCERNS WITH CHILD WELFARE SERVICES

*The County of San Diego Child Welfare Services (CWS) takes your concerns seriously and handles them with the utmost diligence. Depending on the nature of your concern, we have three options to handle the issue most effectively.*

## **What is an Ombudsman?**

“Ombudsman” means one who investigates complaints and protects citizens’ rights.

The Ombudsman is a selected individual who oversees complaint investigations.

They listen and document your concerns, and gather relevant information to conduct an independent review of your concerns while remaining neutral and impartial. Every attempt is made to respond within one business day from an initial contact.

## Who Do I Talk to About Concerns?

- ☞ CWS Office of the Ombudsman
- ☞ Resource Parent Ombudsman
- ☞ HHSA Agency Compliance Office



## CWS OFFICE OF THE OMBUDSMAN

☞ The Office of the Ombudsman investigates concerns and conducts internal reviews related to Child Welfare Services policy, procedure and social work practice.

☞ The Ombudsman elevates findings and recommendations to management to ensure policies and practice meet state and federal laws, and are consistent with the mission and goals of Child Welfare Services.

☞ Contact the Ombudsman for issues such as lack of consistency with visitation, insufficient communication with social workers, placement concerns, and any other practice and customer service related concerns.

Please contact (619) 338-2098

[CWS.OOO.HHSA@sdcounty.ca.gov](mailto:CWS.OOO.HHSA@sdcounty.ca.gov)

## HHSA AGENCY COMPLIANCE OFFICE

☞ The Agency Compliance Office within HHSA provides another layer of transparency when addressing concerns specifically about CWS and its practice.

☞ Concerns will be investigated by the Agency Compliance Office if the concerned party has already worked with the assigned social worker, supervisor, and manager but the issue has not been resolved.

☞ A complete and thorough independent review will be conducted, including interviewing the individual who elevates the concern, the staff involved, and reviewing any relevant documentation.

Please contact (619) 338-2328

[Compliance.HHSA@sdcounty.ca.gov](mailto:Compliance.HHSA@sdcounty.ca.gov)

## RESOURCE PARENT OMBUDSMAN

☞ The Resource Parent Ombudsman is specifically dedicated to responding to care-givers' (resource parents and relatives) inquiries regarding visitation, policy and procedures, transitions of children leaving the resource parent home, or issues with social worker communication.

☞ Applicants who are going through the Resource Family Approval process to become caregivers to children in foster care may also contact the office if they are facing any challenges or concerns.

Please contact (858) 650-5744

[CWSRPOMBUDS.HHSA@sdcounty.ca.gov](mailto:CWSRPOMBUDS.HHSA@sdcounty.ca.gov)



**If you are a foster youth and want to elevate your concerns while in foster care, please contact the California Foster Care Ombudsperson at (877) 846-1602, or [fosteryouthhelp.ca.gov](http://fosteryouthhelp.ca.gov).**